

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



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April 17, 2008

TO: Charles Momberg, Executive Director, Blackfeet Opportunities, Inc. (BOI)

FROM: Chris Kleinsasser, Quality Improvement Specialist, Developmental Disabilities

SUBJECT: Quality Assurance Review

I want to thank you, your staff, and the consumers for participating and assisting me in the Quality Assurance Review of Blackfeet Opportunities Inc., services. This process was used for the review of the Blackfeet Opportunities Group Home, Supported Living and Day Programs. This process includes the desk review of historical information, licensure, fiscal issues, safety issues and policies and procedures plus an on-site review of agency and consumer records, direct observations, consumer interviews and staff interviews.

Included is a summary of Developmental Disabilities findings and observations as well as Quality Assurance Observation Sheets (QAOS) that were used to record exemplary practices and indicate deficiencies. The QAOS sheets will be numbered at the top and a response is required when indicated, in writing.

Cc: Mary Ellen La Fromboise, Chairperson, Board of Directors
Contract file

April 17, 2008

Quality Assurance Review for Blackfeet Opportunities

This review will include information gathered for the time period of April 2007 February 2008. An onsite visit was conducted March 6, 2008. This is summary of some highlights of the attached document (grid). The attachment will give the reader direction of what was reviewed, results and general comments.

Through this evaluation Quality Assurance Observation Sheets, (QAOS) will be utilized to identify exceptional areas of service and commendation, or areas that are deficient and require immediate attention and improvement.

Blackfeet Opportunities, Inc. (BOI) currently serves 11 individuals in GH, Day and SL services. Seven individuals reside in the group home and attend the day program. Three consumers attend as day only and one person is served in SL/day. This agency is funded with Medicaid Title XIX dollars with the exception of one consumer who is General Fund.

Consumers moved into a newer group home this past year that is larger and accessible. Consumers have adjusted to the move and appear to be proud, comfortable and happy in their new home. The home is nicely decorated and looks and smells clean. It is evident that staff and consumers take pride in the home. Staff consistency continues to be evident at BOI. It is apparent that staff are dedicated and committed to the consumers served. This is evident in the interactions between staff and consumers. BOI staff are diligent regarding meeting consumers medical needs. BOI's consumers are excited to talk about their trips to shop, sporting events, Indian Days, Halloween parties; holidays with family and friends, events around town they participate in, out to eat, etc.

BOI now has a certified MANDT instructor who keeps BOI staff current in their training. All direct support staff are mandated under DDP policy and the rate system to have additional training to meet consumers needs. This is called College of Direct Support, CDS. BOI has worked with DDP staff in an attempt to meet the DDP time deadlines. They were unable to do this as a result of computer difficulties and staff not trained on computers, but BOI continues to work to get all the staff trained.

It was noted that some staff need additional training through staff survey questions in this review period. Areas that require additional, possibly ongoing training are abuse/neglect, behavioral interactions and assisting with medications.

BOI has made progress implementing the Incident Management Policy over the past year. Meetings are held weekly, as needed, and IM Coordinator works closely with QIS to ensure its implementation. Trend reports have been difficult

to obtain and the Executive Director is attempting to retrieve them since their computer crashed. A back up plan needs to be implemented in the event a computer crashes, again, in order to salvage information.

The medication policy was implemented and a transportation policy was written. Executive Director has some work to do to complete its implementation (transportation policy) and assures QIS he is in the process of devising a plan for routine vehicle maintenance to ensure the vans are safe. One of the vans ran out of fuel in the past year with consumers being left alone while staff went to get help. The policy now addresses that vans should always be half full and consumers are never to be left alone.

General liability insurance and vehicle insurance was obtained in April 2007. There had been considerable time that BOI was without any insurance. BOI is currently working with the insurance company to renew their policy for the next year. BOI is planning on doing a payment plan over the course of the year to ensure they meet their DDP contracting requirements. BOI has been working with the DPHHS auditor and meeting with DDP staff periodically over the past year to develop financial reports that are easily utilized and meaningful to assess BOI's financial stability. DPHHS auditors and DDP staff have offered BOI suggestions and recommendations throughout the year for future planning and operating day to day. This will continue as needed. BOI has no reserves and this is a continued concern for all. Consumers had been paid wages due them since June of 2007. They were paid in full as of January 2008. It has been noted through the year that there is no back up person to manage consumer payroll in the event of her absence. A back up person should be trained so that there isn't any delay in paying consumers wages. Consumers do not have a set payday. It is strongly recommended that one be established for consistency. It must be no later than the last working day of every month. See 2007 audit report and April 2008 follow-up report for financial information.

Overall, BOI has made progress over the past year, but continues to struggle financially. DDP and DPHHS will continue to work with BOI assisting where needed offering suggestions/recommendations. The issues addressed in this review are a work in progress that DDP will continue to monitor. BOI is a vital part of the community and the consumers served are happy.

Comprehensive Evaluation
April 17, 2008

Agency: Blackfeet Opportunities, Inc.
Evaluators: Chris Kleinsasser

DESK REVIEW: 3/6/2008	Appendix or QAOS
Accreditation: Accreditation is no longer required by the state contract.	
Significant Events from the Agency: Consumers moved to an accessible, larger home (QAOS) Home is always clean and tidy (QAOS) New consumer in day services Consistent long time staff Financials are better organized Staff are diligent in meeting consumers medical needs (QAOS) Mental Health services accessible BOI now has a MANDT Instructor Programmatic progress over past year	Qg108 Qg208 Qg308
Agency Internal Communications Systems: GH meeting 1X month GH logs, phone, shift changes. GH and Day combo meeting 1X month A back up plan is needed when computer crashes to save documents (QAOS) Recommendation- log back and forth daily GH/Day to communicate	Q408
Policies and Administrative (DDP) Directives IM policy implemented. Meeting weekly, IR's being written and sent to Regional Office. QIS works closely with IM coordinator and continues to be a work in progress. No trend reports since November 2007.(QAOS) see p. 3 IM Transportation Policy written, but not implemented in its entirety (QAOS) Medication Policy written and implemented	Q508

Comprehensive Evaluation

April 17, 2008

Agency: Blackfeet Opportunities

Evaluators: Chris Kleinsasser

DESK REVIEW: 3/6/2008

**Appendix
or QAOS**

Fiscal (audits, cost plans, invoices):

See auditors report. BOI continues to have financial challenges. Auditor's and DDP staff have been working with BOI over the past year and will continue to work with BOI making suggestions and recommendations to plan for their future and to enable them to produce readable financials.

Consumers had not been paid wages from June 2006. QAOS issued 5/9/07. As of January 2008 consumers had been paid wages in full. There has been discussion of concern over the past year about only one staff person knowing how to do consumer payroll. It is recommended that more staff be trained. Consumers pay should not be delayed.

BOI now has general and vehicle liability insurance.

Consumers left on van--no gas. There were repeated concerns that vans were always on empty and gas cards were unusable.

Licensing:

State GH licensing issued through 10/31/08. Fire Marshal and Sanitarian- no deficiencies.

Comprehensive Evaluation
April 17, 2008

Agency:
Evaluators:

DESK REVIEW:	Appendix or QAOS
Quality Assurance Observation Sheets: (trends from past year) Consumers not being paid wages. QAOS issued May 2007 Consumers being left on van because staff ran out of gas. QAOS issued May 2007	
Medication Errors: (trending from past year) Trending is not available at this time. BOI has not generated trend reports since November 2007. There have been 2 medication errors noted. 1-pharmacy 1-staff	
Incident Management: (summary trends, steps to address trends, investigation summaries) No trends were noted for the months that trend reports were generated. However, no reports have been generated since 11/07. BOI's computer crashed. IM Policy is an important part to assist in ensuring the health and safety of consumers served through identification of trend and patterns. IM policy was rewritten and implemented 6/07. QIS works closely with the IM Coordinator to assist in IM compliance.	Q608

Comprehensive Evaluation
April 17, 2008

Agency: **Blackfeet Opportunities, Inc.**
Evaluators: **Chris Kleinsasser**

Staff Related:	Appendix or QAOS																				
Evidence Found of Orientation Training (mark 'yes' if present, 'no' if not present) <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 15%;">staff initials</td> <td style="width: 10%;">MTF</td> <td style="width: 10%;">AMP</td> <td style="width: 10%;">EKW</td> <td style="width: 10%;">HW</td> <td style="width: 10%;">BMM</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>yes/no</td> <td>y</td> <td>y</td> <td>y</td> <td>y</td> <td>y</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		staff initials	MTF	AMP	EKW	HW	BMM					yes/no	y	y	y	y	y				
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yes/no	y	y	y	y	y																
Note where evidence found: 																					
Evidence Found DDCPT or equivalent: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 15%;">staff initials</td> <td style="width: 10%;">MTF</td> <td style="width: 10%;">AMP</td> <td style="width: 10%;">EKW</td> <td style="width: 10%;">HW</td> <td style="width: 10%;">BMM</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>yes/no</td> <td>y</td> <td>y</td> <td>y</td> <td>y</td> <td>y</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		staff initials	MTF	AMP	EKW	HW	BMM					yes/no	y	y	y	y	y				
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yes/no	y	y	y	y	y																
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Evidence of Criminal Background Checks: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 15%;">staff initials</td> <td style="width: 10%;">MTF</td> <td style="width: 10%;">AMP</td> <td style="width: 10%;">EKW</td> <td style="width: 10%;">HW</td> <td style="width: 10%;">BMM</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>yes/no</td> <td>y</td> <td>y</td> <td>y</td> <td>y</td> <td>y</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		staff initials	MTF	AMP	EKW	HW	BMM					yes/no	y	y	y	y	y				
staff initials	MTF	AMP	EKW	HW	BMM																
yes/no	y	y	y	y	y																
Note where evidence found: personnell files, staff training records, agency employment application																					
Evidence of Staff Survey: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 15%;">staff initials</td> <td style="width: 10%;">MTF</td> <td style="width: 10%;">AMP</td> <td style="width: 10%;">EKW</td> <td style="width: 10%;">HW</td> <td style="width: 10%;">BMM</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>yes/no</td> <td>y</td> <td>y</td> <td>y</td> <td>y</td> <td>y</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>		staff initials	MTF	AMP	EKW	HW	BMM					yes/no	y	y	y	y	y				
staff initials	MTF	AMP	EKW	HW	BMM																
yes/no	y	y	y	y	y																
Note where evidence found: Personell records.																					
Comments: (regarding staff hiring, screening, training, supervision) All staff are currently working on completing College of Direct Support Training. BOI does not have equivalent training to DDCPT.																					

Comprehensive Evaluation

April 17, 2008

Agency: Blackfeet Opportunities, Inc.

Evaluators: Chris Kleinsasser

Staff Related:										Appendix or QAOS
Evidence Found of Staff Training: (mark 'X' if present, 'no' if not present)										
staff initials	MTF	AMP	EKW	HW	BMM					
1st aid/CPR	y	y	y	y	y					
Abuse Prevention	y	y	y	y	y					
Client Rights	y	y	y	y	y					
Incident Reporting	y	y	y	y	y					
Confidentiality	y	y	y	y	y					
IP/PSP Process	y	y	y	y	y					
Medication Cert	y	y	y	*n	*n					
Note where evidence found: Personell files.										
Comments: * The two staff's medication certification had expired on 2/23/08. They were scheduled to take the med exam.										

Comprehensive Evaluation

April 17, 2008

Agency:

Evaluators:

Note Site Reviewed:

IP Checklist: check if evidenced		GH	GH	GH	GH	Day	SL	Appendix or QAOS	
Consumer Initials									
On Site	Consumer/Family Survey	y	y	y	y	y	y		
	PSP/IP Doc Avail to all Staff	y	y	y	y	y	y		
	IPP/Actions Implemented	y	y	y	y	y	n		
	Data for IPP/Actions	y	y	y	y	y	n		
	Data Internally Monitored	y	y	y	y	y	n		
	Self Medication Objective	na	na	na	na	na	na		
	Consumer informed of grievance procedure	y	y	y	y	n	n		
	SL consumer choice of SL staff	na	na	na	na	na	y		
	Rights Restrictions	na	na	na	na	na	na		
CM Input	PSP/IP Checklist								
	PSP/IP Annually?	y	y	y	y	y	y		
	Individual Needs Addressed?	y	y	y	y	y	y		
	Assessment Based?	*y/n	*y/n	*y/n	*y/n	*y/n	n		
	Quarterly Reports?	y	y	y	y	y	n		
	Incident Reports Addressed?	y	y	y	y	y	y		
	Behavioral Supports Addressed?	y	y	y	y	y	y		
	Functional Analysis Needed?	na	na	na	na	na	na		
Free from Aversive Procedures?		y	y	y	y	y	y		
Comments: (regarding service planning and delivery)									
Consumers in the GH have assistance and supervision with medications. SL consumer lives in his home with family members. Most consumers had the grievance procedure reviewed with them once a year. ARM requires it to be reviewed twice a year. BOI is going to this. There were two consumers who did not have the grievance procedure reviewed with them. (QAOS)									Q708
PSP documentation was unavailable for review in areas of implementation, data collection and monitoring for SL consumer. No quarterly/monthly reports were available for SL consumer(QAOS)									Q808
* Consumers had assessments completed at the day program. Observation was utilized at the GH to develop consumers plans. QIS sent BOI copies of some assessments to use in the home for further review of consumers needs. There were no assessments on SL individual.									Q908

Comprehensive Evaluation

April 17, 2008

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Make note of site reviewed

Residential Site Checklist: check if evidenced or mark data as appropriate

Appendix
or QAOS

Site Name	GH	Day							
H e a l t h S a f e t y	Bathing procedures posted	y	na						
	Clean/Sanitary Environment	y	y						
	Egress	y	y						
	Hot Water Temps	y	na						
	Emergency Assistance	y	y						
	Fire Extinguishers/smoke Detectors	y	y						
	1st Aid/CPR Supplies Accessible/Available	y	y						
	PRN Medications	y	y						
	Medication Procedures	y	y						
	Medication Locked Storage	y	y						
	Medication Administration Records	y	y						
	Staff Ratios or ICP staffing	y	y						
	Awake Overnight Staff	y	y						
	Adequate Supplies	y	y						
	Storage of Supplies	y	y						
Free from aversive procedures?	y	y							
D a i l y	Weekly integrated activities	y	y						
	House or Site Rules	n	n						
	Opp for choice, self determination	y	y						
	Meal Prep, Mealtime	y	na						
	Engagement in Daily Life	y	y						
	Participation in Daily Living Skills	y	y						
	Daily Leisure Opportunities	y	y						
	Staff Trained in Individual Specifics	y	y						
Comments:									
<p>QIS has noted on visits that several consumers engage in work activities at recycling, day program and running errands with staff. Staff also engage consumers in participating in exercise and cooking at the day program. There are consumers that quite often are sitting and not engaged in activity. It is realized that this is by choice at times, but it is suggested that consumers have more opportunities to engage in a variety of activities at the day program.</p> <p>The gh is clean and it is evident that staff and consumers take pride in their home.</p>									

Comprehensive Evaluation

April 17, 2008

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Residential Site Checklist: check if evidenced				Appendix or QAOS				
Site Name	Gray	White	Truck					
T r a n s p o r t a t i o n	Driver Orientation Program	y	y	*n				
	Wheelchair tie downs	na	na	na				
	Wheelchair Lift	na	na	na				
	Driver's Licenses	y						
	Emergency Supplies	y	y	*				
	Fire Extinguisher	n	n	*n				
	Transportation Log	y	y	y				
	Scheduled Maintenance Program	n	n	na				
	Training--Staff Doing Maintenance Checks	n	n	na				
	Procedures for Timely Repairs	n	n	*n				
	MDT inspection on file (MDT vehicles only)	na	na	na				
Comments:								
<p>Comments:</p> <p>* The truck was unavailable for inspection.</p> <p>BOI has a transportation policy in place, however, procedures need to be implemented to ensure vans are equipped with the necessary safety equipment and maintenance and repairs are monitored and kept up with for safety, as well. (QAOS)</p> <p>Buzz said that he is working on setting up scheduled maintenance program and maintenance checks.</p>								Q1008

Comprehensive Evaluation

April 17, 2008

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Staff Survey: check if 'met', 0 if 'unmet'								Appendix or QAOS
Staff Initials		AMP	MTF	HW	BMM	EKW		
A	Allegations are reported to? (APS)	y	y	y	n	n		
	Do you notify Supervisor first? (NO)	n	y					
	Steps to take if abuse is discovered?			y	n	n		
	Comments:							
L	Suspect theft of gloves, steps to take?	y	y			y		
	IP/PSP requests Doctors appt	y			y			
	No jacket, -25 consumer wants to leave		y	y		y		
	Review Rts Restriction			y	y			
	Comments:							
b	describe consumer behaviors	y	y		y	y		
	staff response to behaviors by plan	y		y	y	y		
	list proactive or environmental strategies		y	y				
	Comments:							
O	former employee wants info	y				y		
	what is consumer information?	y	y		y			
	training to meet health and safety needs?		y	y		y		
	emergency evacuation procedures?			y	y			
	Comments: Some staff did not answer all survey questions appropriately in sections assisting with medications, behavior interaction and in the abuse/neglect area. Additional, possibly ongoing training is required for staff.(QAOS)							
								Q1108

Comprehensive Evaluation

April 17, 2008

Agency:

Evaluators:

Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer								Appendix or QAOS
Staff Initials		AMP	MTF	HW	BMM	EKW		
M E D I C A T I O N S	describe procedure to assist with meds	y	y					
	if med is unavailable?	y		n	y			
	if gave wrong med?		y					
	if moving to a new place or gets new med?							
	requirement to assist with meds?			y	y			
	describe PRN or OTC is to be given					y		
	what constitutes a med error?					y		
Comments:								
E R C	steps to avoid power struggles	y	y		y	y		
	how to respond to someone who is upset		y	y		y		
	what is you start to lose control?	y		y	y			
	Comments:							
C O N S U M E R I N C I D E N T S	when do you fill out an incident report?	y			y			
	notifications for ER?		y	y				
	consumer to consumer incidents	y			y	y		
	who writes the IR?		y	y		y		
Comments:								

Comprehensive Evaluation
April 17, 2008

Agency:
Evaluators:

Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer								Appendix or QAOS
Staff Initials		AMP	MTF	HW	BMM	EKW		
behaviors	consumer destroying things	y	y		y	y		
	staff pinches consumer back	y		n	y	y		
	how do you know a support plan is needed?		y	y				
	Comments:							
IP/PSP	what is IP/PSP based on?	y			y	y		
	you have an idea for an objective.....	y	y	y	y			
	why do assessments?		y	y		y		
	How do you find out what someone would like to do?							
	Comments: I							
Comments:								

Comprehensive Evaluation
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Consumer Questionnaire (used by QIS). Check if evidenced. 0 Bolded questions are mandatory								Appendix or QAOS
Consumer initials		DT	GNR	NA	MG	MH		
c o n s u m e r	Do you have nice staff at home/work?	y	y	y	y	y		
	Is anyone mean to you at home/work?	n	n	n	n			
	Do you like where you live/work?	y	y	y	y	y		
	Are you ever afraid of anyone?	n	n	y	n			
	Someone hits/hurts you, who can you tell?	n	y	y	y	y		
	Does anyone talk to you about this?	n	y	y	y	y		
	Can you get help when you need it?	y			y			
	from staff?	y			y			
	from Case Manager?	y			y			
	Can you get your own food/drink?		y	y	y			
	Do people come into your house/room w/o knocking/permission?		n					
	Do staff ever take things from you?							
	Can you get rides to places you need to go?				y			
	Rides to the places you want to go?							
	Who is your Case Manager?	y	Ernestine	don't know	y	n		
	Does s/he talk to you about waiver service?	y	y	y	y	y		
Does s/he help you get what you need?	y	y	y	y	y			
Comments: NA said she is afraid of GNR & CS. She stated they are jealous of her. Consumers interviewed do not know who their Case Manager is.								

Comprehensive Evaluation
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Consumer Questionnaire (used by QIS). Check if evidenced. 0 Bolded questions are mandatory										Appendix or QAOS
Consumer initials										
S u p p o r t	Who helps this person and how?									
	Are there some staff/peers they like better?									
	Staff/peers they don't like? Why?									
	Current needs not being met?									
	Health and Safety related?									
	Who do you talk to about these concerns?									
	Does the person have input to his/her life?									
	If you have concerns, who do you talk to?									
	are they resolved?									
	What are this persons wishes/dreams?									
	is the plan moving that direction?									
	what would make things better?									
	does this person ever seem afraid?									
	are you afraid for them?									
	Does this person know how or where to report abuse?									
	who provided that training?									
	Who will the individual call or report to?									
	who provided that info?									
	Does the person have transportation to all services and places s/he would like to go?									
	who is the person's case manager?									
Does CM help the person access services?										
Does the CM explain waiver services?										
Does the person understand this info?										
Comments: This form was not necessary. Consumers were able to respond for themselves.										